

SIX FLAGS NEW ENGLAND	
SUBJECT: DUTY MANAGER	EMERGENCY RESPONSE PROCEDURES
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EFFECTIVE: JANUARY 2016	SUPERSEDES: ALL PREVIOUS

DUTY MANAGER

Purpose: The Six Flags New England Duty Manager program is designed to help ensure a safe, high quality and efficient operation of the park. The Duty Manager serves as management's designated representative in the park during its operation. Members of the park management team share the responsibility and each bring their own particular expertise to the position.

The Duty Manager position coordinates the decision making process about daily operational matters. This doesn't necessarily mean that the DM makes the decisions, but rather serves as the link communicating problems or issues to the right person or department in the park needed to handle them.

Role: It is important for the Duty Manager to be as divorced as possible from their specific department's operation, focusing instead on the park as a whole. The DM serves the following roles:

- * **Working for the safest operation possible.** The DM takes the guest's perspective and constantly looks for safety hazards and potential safety concerns, communicating them to the appropriate departments.
- * **Serving as a "guest advocate" in delivering a quality product and service level.** The DM communicates with appropriate departments any service issues (building lines, cleanliness, guest inconveniences, etc.) noticed and follows through to make sure corrections are made.
- * **Checking to make sure the park is operating as efficiently as possible.** Any areas observed with inappropriate staff levels or other efficiency concerns are communicated to the appropriate departments. This also includes raising the issue of changes in park hours based on extremely low or high attendance with the various Department Managers, Directors, and the General Manager for collaborative decision making.
- * **Assisting with Guest Services as requested.** We trust and encourage the Guest Service associates to make decisions on behalf of a guest. The Park DM would be available for consultation or advice, but should always support the decisions of the Guest Services associates.
- * **Assisting in emergency communication.** In an emergency or disaster, the DM serves as a communication link and focuses on the general park operation while giving control of the emergency situation to the appropriate Safety Manager personnel. See section 7 (During an emergency incident, if the DM is the Safety Manager, another qualified person will resume the responsibility of DM and the Safety Manager will become Incident Commander)

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- * **Checking for guest, employee area, and back area cleanliness.** A critical eye towards cleanliness should be given during at least one tour a day of back areas and employee areas, with the appropriate departments notified of any correction needed.

The Duty Manager should check in on the radio with Dispatch as Unit 10 one half hour before the Parking Lot and Admissions Gates are opened. The DM should check with Operations Base to see who the key contacts of each department are. Shift change occurs at 1600 hrs, at which time the early shift DM briefs the late shift person about the day, crowd levels, Ride operations, First Aid incidents, possible severe weather conditions, unusual incidents, and any follow up matters from the morning. Throughout the shifts, any unusual situations or items of consequence should be recorded in the DM Shift report paperwork.

PARK DUTY MANAGER RESPONSIBILITIES:

The following are the primary responsibilities of the Park Duty Manager. It is generally his/her responsibility to coordinate ALL aspects of the park operation and act as the General Manager in his/her absence.

1. Monitor and handle guest comments with which Guest Services personnel need assistance.
2. Must be familiar with operating details and park position which created guest problem (i.e. ride height, restrictions, ride shut downs).
3. Makes decision on park opening and closing, involving all Department Directors, and Manager on duty, and the GM in the process.
4. Approves any changes in normal operation.
5. Monitors the operation of the gate and parking lot operation.
6. Monitors the quality aspects of park product (i.e. food presentation, cleanliness of stand and park in general) and will notify appropriate department manager if necessary.
7. Coordinates park effort in an emergency situation until relieved by Safety Duty Manager or other authorized incident commander.
8. Monitors the capacity levels of each operation.
9. Monitors the staffing levels of departments related to attendance and works with departments to shift personnel and assist short-staffed departments.
10. Must be completely aware of all emergency procedures.
11. Monitors and is aware of all special events of the day.

The Park Duty Manager coordinates the assistance necessary in all matters of operation and assists departments in carrying out normal and emergency responsibilities. The Duty Manager is the objective eye of the park administration staff.

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DAILY CHECKS:

1. Picnic Grove area -- The Duty Manager should be aware of which picnics, where and the number of guests at the picnic.
2. Check Front Gate marquees to make sure they are being utilized properly.
3. Check Entertainment schedules and be aware of any deviation from the same.
4. Be aware of the approximate time of restaurant closings to be prepared if guests question it.
5. Check into the number of turnstiles and metal detectors being used at the Front Gate. Determine if appropriate to handle the number of groups that are booked and the attendance projection for the day.
6. Check general grounds, back areas, and restrooms for cleanliness. This includes the east and west parking lots, pick-up drop-off area and front gate.
7. Stop by Guest Services to be sure that they know who the Supervisor is and to assure them of who to call if they have a problem.
8. Visit various locations, especially outside your own department. It affords you a chance to become familiar with other department problems and their operations.
9. Check Guest Pick-up Drop-off area, especially at the end of the day to monitor the number of guests awaiting pick-up.
10. Check weather forecast for any potential inclement weather warnings that may affect the operations of the Park and prepare accordingly.

COMPLIMENTARY PASSES:

1. Support and assist the Guest Services staff in the proper use of complimentary passes, refunds, or discount coupons in dealing with guest service issues.

PARK PAGING:

The park paging system may be utilized at the discretion of the Duty Manager, the Guest Services staff, and the Safety Manager staff.

ATTRACTION DOWN:

1. Will be made aware of which rides are down or late opening by the Operations Manager or Maintenance Manager.
2. Advise Guest Services of the rides down if it is expected to not be back in service promptly.
3. If the attraction is to be down all day or if it is expected to have numerous problems in the day, have Admissions Department post that Rides' name in the attractions closed sign at each gate.

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EXTENDED PARK HOURS:

1. Normally any decision to extend park hours should be made extremely early to allow each department an opportunity to prepare their schedule and associates for the change.
2. Extended hours should be made only if confronted with extremely large unexpected crowds. The expense of the extra hours operation must be able to be offset by the per capita gain from resale. This should be discussed with the GM and park Directors on duty prior to a decision.
3. One option is to have Security do a slow sweep of the park. This allows guests to walk to their cars from the inside of the park at their own pace, after the closing of the rides. If they wish to stop and buy merchandise or food, Security will allow them to do so. This reduces expenses while allowing per capita gain in the Resale areas. This is normally utilized on all Saturday evenings.

EARLY PARK CLOSING:

1. Non weather related closings:
 - If the crowd size is extremely small, the Duty Manager may consider closing the park early.
 - This decision should be made as early in the day as possible and only after consulting with the Directors on Duty, the General Manager and Executive Vice President in Corporate Offices.
2. Early closings due to weather:
 - A. Closings due to weather are determined by the following:
 - The weather forecast for the day.
 - The projected park attendance especially that expected from Group Sales.
 - B. If, at the beginning of the day, the weather forecast is unfavorable, the Duty Manager should do the following to help reduce guest dissatisfaction:
 - Have parking and admissions remove park operating hours from the marquee and ticket booths.
 - Inform the Switchboard and Guest Services of the potential for closing early.
 - Notify the Marketing DM so that preparations can be made to handle Guest complaints and to staff up for distribution of

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complimentary tickets should the need arise.

- C. The actual closing time will depend on the park attendance and the weather conditions. Complimentary tickets, refunds, or discount coupons are to be distributed at the discretion of the Guest Services staff and the Marketing DM.

EMERGENCY RESPONSE:

1. Refer to Section 7 of this manual.

CLOSING THE PARK:

Responsibilities:

Duty Manager

- Keep informed as to all aspects related to attendance and park flow. Coordinate and assist, if necessary, all departments involved in the closing decision.
- Keep General Manager informed of the status of park closing conferring with him/her prior to decision.

Marketing Person On Call Unit 810

- Assist Park DM in decision-making process in relations to actual limit of attendance at closing.
- Inform Guest Services of closing and park position of guest questions.
- Prepare a statement for the press if necessary.
- Contact media to announce park closing over radio to inform guests still in transit.
- Organize marketing personnel to man the Main Gate at closing to inform guest of closing.
- Prepare guests handout to be given out at the Main Gate explaining park closing.

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Parking and Admissions

- Responsible for monitoring and keeping the Duty Manager informed of the hour by hour or as needed status of the following:
 - * Estimated guests backed up waiting to purchase tickets at the gates.
 - * The number of cars presently parked and equivalent attendance.
 - * The number of buses presently parked and equivalent attendance.
 - * The number of cars waiting prior to the Toll Plaza and equivalent projected attendance.
 - * Their best calculation of current and projected attendance based on the above data.
 - * Parking and Admissions should also increase the frequency of attendance as needed.

Security

- Assist the park and admissions personnel with guest and crowd control.
- Position one mobile officer at the Main Gate to give marketing support if the park is closed.
- Notify the Agawam Police Department of park closing and possible traffic back up problems if applicable, or as directed.